

DRAKE DOTSON

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PROFESSIONAL SUMMARY

IT trade student and Connecticut SkillsUSA State Officer with hands-on experience in IT support, Windows administration, networking, cybersecurity, hardware troubleshooting, and scripting. Two-time 3rd-place finisher, Lockheed Martin Cybersecurity Competition (2024 & 2026); builds DD-LAB, a multi-system virtualization and networking homelab. Intending to pursue Computer Science at UConn; focused on secure infrastructure, national security, and aerospace systems.

TECHNICAL SKILLS

Systems & Administration: Windows 10/11, Windows Server, Active Directory, Group Policy, Microsoft 365 Admin, Azure, Intune, endpoint management, PC imaging, Windows deployment

Networking: TCP/IP, DNS, DHCP, VLAN concepts, subnetting, Cisco networking, Cloudflare DNS, Tailscale, remote access

Cybersecurity: Cisco Introduction to Cybersecurity, secure remote access, access control basics, endpoint security fundamentals

Scripting & Automation: PowerShell, Python, ffmpeg, automation workflows, documentation

Virtualization & Homelab: Proxmox, VMs, Docker, Portainer, Pi-hole/AdGuard, Uptime Kuma, Grafana, Jellyfin, SMB storage

Hardware & Support: PC building, hardware troubleshooting, BIOS/CMOS troubleshooting, CPU/GPU/RAM/storage diagnostics, driver installation, POS/self-checkout support, help desk ticketing, customer service

Web & Design: Cloudflare, DNS records, web design basics, Photoshop

TECHNICAL PROJECTS & LABS

DD-LAB (Dotson Datacenter) | Homelab: Virtualization, Networking & Self-Hosted Services | 2026–Present

- Designing and building DD-LAB, a multi-system home infrastructure environment using mini PCs, desktop workstations, a 24-port Cisco switch, structured hostnames, remote access planning, and organized documentation.
- Built and planned a self-hosted stack using Proxmox VMs, Docker/Portainer containers, Pi-hole/AdGuard DNS filtering, Uptime Kuma monitoring, Grafana dashboards, Jellyfin, SMB storage, and Tailscale-based remote access.
- Applied networking concepts including DNS, DHCP, TCP/IP, subnetting, VLAN planning, secure remote administration, and service monitoring across 7 planned network zones.
- Planned Cloudflare Tunnel and Cloudflare Access for select services, avoiding exposure of RDP, SSH, Proxmox, and NAS.

Windows Server & Active Directory Lab | IT Support, Endpoint Management & Deployment | 2026–Present

- Managed Active Directory users, groups, permissions, and Windows Server basics in lab and trade environments.
- Applied Group Policy, Windows 10/11 troubleshooting, and endpoint support workflows for common IT support scenarios.
- Scripted admin tasks with PowerShell and Python; built repeatable PC imaging and Windows deployment workflows.
- Managed lab endpoints and accounts across Microsoft 365, Azure, and Intune, including user administration, device enrollment, and endpoint management scenarios.
- Worked tickets end-to-end in ServiceNow, Zendesk, and Jira, practicing help desk intake, prioritization, documentation, troubleshooting, and escalation.

PC Building & Hardware Troubleshooting

- Built and repaired AMD (Ryzen/AM4) and Intel desktop systems, diagnosing CPU, RAM, GPU, NVMe/SATA storage, cooling, and BIOS/CMOS faults down to motherboard debug-light codes.
- Configured complete Windows and Linux builds with DDR4/DDR5 memory, dedicated GPUs (RX 6600, NVIDIA Quadro), and AIO cooling, including driver installation and performance tuning.
- Built a remote GPU workstation (Intel i5-12500, Quadro P4000) administered headlessly over the network.

Web & Domain Infrastructure | thesocialrejects.com

- Registered and configured a live domain with Cloudflare DNS and planned the website, landing page, and branded email routing for a creator community project.

IT & CUSTOMER SUPPORT EXPERIENCE

Front End Cashier / Self-Checkout Support | BJ's Wholesale Club, Willimantic, CT | 2026–Present

- Provide first-line technical support and troubleshooting for POS, self-checkout, and ExpressPay systems in a high-volume retail environment, resolving scanning errors, payment issues, frozen screens, and member checkout problems.
- Deliver front-line customer service by translating system errors into clear, plain-language fixes for members with different technical comfort levels.
- Communicate with team leads and members under pressure while maintaining accuracy, reliability, and efficient checkout flow.

Social Media Intern (Work-Based Learning) | CTVETS250, Connecticut | 2025–Present

- Design weekly social media graphics in Photoshop and coordinate content through professional communication.

Maintenance | Windham Middle School, Willimantic, CT | 2024

- Completed facility maintenance tasks on a team while upholding safety, cleanliness, and reliability standards.

LEADERSHIP, AWARDS & ACTIVITIES

- SkillsUSA: Connecticut State Officer (2026–2027); Chapter Vice President (2026–Present); Treasurer (2025–2026)
- Class of 2027 President (2024–Present) • Student Council Member
- 3rd Place, Lockheed Martin Cybersecurity Competition, Connecticut (2024 & 2026)
- SkillsUSA CT Ambassador & President Awards (2026); Finalist: Technical Computer Applications (2026), VEX Mobile Robotics (2025)
- Angelica Marie Padilla Memorial Scholarship (2023) • First-Degree Black Belt, Shaolin Kempo Karate
- Operate a small resale business focused on sourcing, pricing, reselling, and risk assessment

EDUCATION & CERTIFICATIONS

Windham Technical High School | Information Technology Trade | Class of 2027

Intended College Path: B.S. Computer Science, University of Connecticut

Certifications: Cisco Introduction to Cybersecurity (2024) • Cisco Networking Basics (2024) • CPR (2024–2026) • Stop The Bleed